

WS-03478A-05-0801



0000041282

ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Inquiry No. 2006 - 50401 Date: 3/15/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: Emery & Deana Last: Susee

Account Name: Emery & Deana Susee Home: (602) 886-1100

Street: [REDACTED] Work: (602) 886-8888

City: Graham CBR:

State: WA Zip: 98338 is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice her displeasure with Far West's rate application. She was also upset that the hearing in this matter will be held in Phoenix rather than in Yuma.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

I talked to the customer and told her that I was a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I will docket her opinion and put copy in the docket. I also advised her that the Administrative Law Judge who will be hearing this matter has a public comment meeting for April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m. CLOSED.

End of Comments

Date Completed: 3/15/2006

Inquiry No. 2006 - 50401

RECEIVED
2006 MAR 16 A 8:30
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (██████████)

Fax: (██████████)

Priority: Respond Within Five Days

Inquiry No. 2006 - 50406

Date: 3/15/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Dave & Laura Phillips

Account Name: Dave & Laura Phillips - (██████████)

Home: (██████████)

Street: (██████████)

Work: (██████████)

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: (██████████)

Contact Phone: (██████████)

Nature of Complaint:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION.

I am writing this note for my neighbors who are winter visitors and have left today for Idaho. They requested I send this in for them with their name and address. They are requesting that this hearing be postponed until at least November and the hearing be moved to Yuma. They would like to see reasonable utility rates.

Thank You.

Dave and Laura Phillips

(██████████)
Yuma, Arizona 85367

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Sent the customers the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me (██████████).

Thank you, John

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CLOSED
End of Comments

Date Completed: 3/15/2006

Inquiry No. 2006 - 50406

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 542-2210

Fax: (602) 542-2129

Priority: Respond Within Five Days

Inquiry No. 2006 - 50417

Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Donna & Don Martinsen

Account Name: Donna & Don Martinsen

Home:

Street: N/A

Work:

City: N/A

CBR:

State: N/A Zip: N/A

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

we are hear 6 months of the year and this would affect us and we also feel we should be able to attend the meeting and that to do so it should be held in Nov. Don and Donna Martinsen.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Sent the customer's the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me

Thank you, John

CLOSED

End of Comments

Date Completed: 3/16/2006

Inquiry No. 2006 - 50417

WS-03478A-05-0801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50427

Date: 3/16/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

David

Sears

Account Name:

David Sears

Home: [REDACTED]

Street:

13541 E. 50th Dr.

Work:

City:

Yuma

CBR:

State:

AZ Zip: 85364

is:

Utility Company.

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

Sherrill Sever

Contact Phone: [REDACTED]

Nature of Complaint:

****WS-03478A-05-0801****

Customer called to express his opposition to the proposed rate increase. Customer understands that several years ago the Commission did order Far West to start charging their approved monthly charge of \$20. The company had been allowing part-time residents to pay a lesser amount. Customer feels that should have been enough of an increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter his comments for the record and with the Docket in this matter. I thanked him for taking the time to let the Commissioners know his thoughts on this case and assured him that the Commissioners would have a copy of his comments to review before making a decision.

End of Comments

Date Completed: 3/16/2006

Opinion No. 2006 - 50427

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 254-2270

Fax: (602) 254-2270

Priority: Respond Within Five Days

Inquiry No. 2006 - 50448

Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Richard & Gladys Kohoutek

Account Name: Richard & Gladys Kohoutek - (602) 254-2270

Home: (602) 254-2270

Street: N/A

Work: (602) 254-2270

City: N/A

CBR:

State: N/A Zip: N/A

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: (602) 254-2270

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

Re: Hearing in July on the above
Docket #SW-03 478-A-05-0801

Dear Mr. Laporta:

Many Foothills area residents will be leaving for their summer homes by the end of March. There is no way they will be able to attend the hearing that is scheduled in Phoenix in July. They represent a large portion of our community. It is not fair that the hearing, that is important to all of us; regarding Farwest Water and Sewer 38% rate hikes, be held in July. A more appropriate time would be in November or January and should be held here in Yuma. Please take this in consideration. Sincerely, Richard & Gladys Kohoutek

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Sent the customers the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me (602) 254-2270.

Thank you, John

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CLOSED
End of Comments

Date Completed: 3/16/2006

Inquiry No. 2006 - 50448

FILE IN NS-03478A-05-0801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) [REDACTED]

Fax: (602) 512-1100

Priority: Respond Within Five Days

Inquiry No. 2006 - 50449

Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Jacqueline & R. Lorne Nicholson

Account Name: Jacqueline & R. Lorne Nicholson - [REDACTED] Home: (602) [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR:

State: [REDACTED] Zip: [REDACTED] is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED] Contact Phone: (602) [REDACTED]

Nature of Complaint:

CUSTOMERS SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

Re: Hearing in July on the above
Docket #SW-03 478-A-05-0801

Dear Mr. Laporta:

Many Foothills area residents will be leaving for their summer homes by the end of March. There is no way they will be able to attend the hearing that is scheduled in Phoenix in July. They represent a large portion of our community. It is not fair that the hearing, that is important to all of us; regarding Farwest Water and Sewer 38% rate hikes, be held in July. A more appropriate time would be in November or January and should be held here in Yuma. Please take this in consideration.

Sincerely,
Jacqueline & R.Lorne Nicholson
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Sent the customers the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

If you have any further questions, please call me [REDACTED]

Thank you, John

CLOSED

End of Comments

Date Completed: 3/16/2006

Inquiry No. 2006 - 50449

FILE IN WS-03478A-05-0801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50450

Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Bruce & Phyllis Stout

Account Name: Bruce & Phyllis Stout - [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMERS SENT THE COMMISSION THE FOLLOWING E-MAIL.

We request the hearing on this docket be postponed until at least November and the hearing to be moved to Yuma.

We feel this should be done when we are here for the winter.

Bruce and Phyllis Stout

[REDACTED]
Yuma, Arizona 85367

We do not have a computer so our neighbor is doing this for us.

Thank You.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Sent the customers the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED].

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you, John

CLOSED
End of Comments

Date Completed: 3/16/2006

Inquiry No. 2006 - 50450

FILE IN WS-03478A-QJ-0801

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50444 Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Dorothy & Robert Reid

Account Name: Dorothy & Robert Reid - [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

I am requesting you change the rate increase hearing for sewer service provided by Far West Water and Sewer to a date in the fall of 2006 AND move this same hearing to Yuma, Arizona so affected customers may attend. A substantial number of customers (possibly the majority) to be affected by this rate increase are winter residents and will not be in the state for the scheduled July hearing, plus year round residents would be substantially inconvenienced to attend a hearing in Phoenix.

Thank you for giving this your consideration.

Dorothy & Robert Reid

[REDACTED]
Yuma, AZ 85367

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Sent the customer the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you, John

CLOSED

End of Comments

Date Completed: 3/16/2006

Inquiry No. 2006 - 50444

FILE IN WS-0478A-05-0801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50445

Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: O W

Stellfox

Account Name: O W Stellfox - [REDACTED]

Home: [REDACTED]

Street: 12580 E 45th Street

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85000

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

Hi; We think the proposed rate increase is unreasonable by any sense of comparison. Request that the proposed hearings be held in Yuma at a time of year that all the resident snowbirds are available to participate. Suggest late Nov for ideal community participation. O.W. Stellfox [REDACTED] Yuma, AZ

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Sent the customer the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED].

Thank you, John

CLOSED

End of Comments

Date Completed: 3/16/2006

FILE IN WS-03478A-05-0801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50446

Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: **Marlena** Last: **Bertholl**

Account Name: Marlena Bertholl - [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Yuma CBR:

State: AZ Zip: 85367 is:

Utility Company: **Far West Water & Sewer, Inc.**

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE COMMISSION THE FOLLOWING E-MAIL.

I am requesting you change the rate increase hearing for sewer service provided by Far West Water and Sewer to a date in the fall of 2006 AND move this same hearing to Yuma, Arizona so affected customers may attend. A substantial number of customers (possibly the majority) to be affected by this rate increase are winter residents and will not be in the state for the scheduled July hearing, plus year round residents would be substantially inconvenienced to attend a hearing in Phoenix.

Thank you for giving this your consideration.

Marlena Bertholl
[REDACTED]
Yuma, AZ 85367
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Sent the customer the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED].

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you, John

CLOSED
End of Comments

Date Completed: 3/16/2006

Inquiry No. 2006 - 50446

FILE IN NS-03478A-05-0801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50447

Date: 3/16/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Bob & Jo

Gleason

Account Name: Bob & Jo Gleason - [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

We are requesting that docket #SW-03478-A-05-0801 be postponed until at least November, and the hearing be moved to Yuma. We are here during the winter months as well as a lot of the snowbirds. Since this is regarding the Foothills area we are most interested in this meeting. Since we are charged during the 8 months we are not here for sewer, even though we do not use it, it seems they get enough money to line their pockets without raising the rates. Sincerely, Bob 'n Jo Gleason, [REDACTED], Yuma, Az. 85367

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Sent the customers the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED].

Thank you, John

CLOSED

End of Comments

Date Completed: 3/16/2006